## Frequently Asked Questions (FAQ) Posting Users – Buy4Michigan

1) Should the "ship to" address be included at the line item detail or the header?

   a. **If all line items will be shipped to a single address, the ship to can be completed at the header level. If individual line items are going to different locations, or a single line item will be split among a group of locations, this information should be completed at the line item level.**

2) Noticed that the file titled "Ethics Terms & Conditions 7-29-2012" auto attaches to bid documents. When did this start and are there other documents that we can expect to see?

   a. **This document has been auto attaching since May 29, 2013 when we first went live. This is nothing new. The anti-trust items which were previously addressed in Certifications and Representations in Bid4Michigan have been moved to this auto attachment. There may be other systemwide auto attachments in the future, but no others have been identified at this time.**

3) Staff has been instructed not to use the radio buttons on the Bidders - General Tab. What do these buttons do? Staff have not noticed any difference in the way the system operations when they are checked. They state

   - Unrestricted bid at vendors can view and respond
   - Restricted bid only selected vendors can view and respond

   a. **The system will not behave differently whether these are checked or not, it's simply a case where you have addressed the issue of restricted or unrestricted by selecting an OPEN or CLOSED bid on the General tab, you don't have to reiterate here.**

4) Bidders and Commodity Codes. Staff has been instructed if a vendor is not registered for the proper commodity codes to add line items to the bid for the commodity code that vendor did register for. The line item should be for "0" dollars and "0" quantity. Staff have been searching for the vendor and checking them to ensure they receive the notification. Which way should they be doing this?

   a. **Initially users were advised to add line items to bring in additional commodity codes and the accompanying vendors. Now that we've been in the system**

**awhile, we've found that the simpler way to add these recommended vendors is from the Bidders tab after looking up and adding vendors for all commodity codes on the bids for which you have line items, Save and Continue. Then use the NIGP code search to bring up the other sets of vendors and select them to add to the distribution list, or add vendors through looking them up by name. This was you'll only have line items for things you really want priced and from which you will actually make the awards.**

5) Is there an easy way to see if the vendor is Service Disabled Vet? Discussion about how to address this. It would be easier to include this as a question to the vendors when bidding.

   a. **Currently you'll have to check the profile information for each vendor to determine SDV status. There is a link to the vendor's profile from the quote history and/or the bid tab. There is an enhancement request in process to simplify this process, including calculations of the preference.**

6) It has been recommended that when vendors ask questions that we delete the question so that others can't see who asked the question. We copy and paste as a new question. Many are doing their Q & A on a word document and attaching to bid. We receive many of the questions through e-mail from vendors as the functionality is cumbersome. Is there a better way to handle this?

   a. **There are three ways to manage questions. They are each laid out in this screen walk posted on the Internet: Q&A Response Screen Walk. Our office is not dictating which method your organization wishes to utilize; but recommends that you do use the question submission functionality built in to the system and respond using the add question feature to remove the submitter name. The ultimate goal with this system is to have all information and activities flowing through the single system rather than to continue utilizing off line processes.**

7) Are we to be using the email communication on the Revision - Item tab? There is nothing there……

   a. **When you create a revision the system will bring up the email addresses for each of the responding bidders for you to choose from. To better understand how to process revisions, please see posted Quick Reference Guide: Proposal Revisions.**

8) The system allows you to see many of the bids from the home page. Is there a reason that it does not allow you to easily access the "Sent" bids?

    a. **You can access sent bids through Documents, Bids, Sent, or from the login screen using the Contract/Bid search or Open Bids. I don't know why the developers set things up this way.**

9) The Master Blankets have start and end dates associated with them. If these dates change due to delayed approvals how do we handle? Are the dates updated on the bid or the purchase order?

    a. **If you find out about the changes before the Bid Opening Date, you can process an amendment and change them; otherwise when you award the bid and create the Master Blanket Purchase Order, you will use the correct dates on that document.**

10) If the vendor is changed after the purchase order is processed, how do we handle?

    a. **Clone the PO, issue the Clone to the new vendor and cancel the PO issued to the incorrect vendor.**

11) When can vendors see the bid and quote information?

    a. **Only vendors who have submitted responses can view see who responded and who was recommended once the bid tab with the notice of recommendation and any other attachments (evaluation summary) has been approved and posted. The general public cannot view the information until the PO has been created and is held in "Ready to Send" status or "Sent".**

12) Is the functionality available to do a change order to a purchase order?

    a. **Yes, you create changes to PO's in much the same way you process amendments to a bid. There is a tab on your PO which allows you to do this.**